

Attachment B

Statement of Interest Statewide Long-Term Care Redesign

Organization Name

Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

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Brief Description of Organization

Lutheran Social Services of Wisconsin and Upper Michigan (LSS) is a non-profit social services agency established in 1882 and accredited by the Council on Accreditation. LSS is the largest non-profit agency of its kind in the two-state area, bringing social services to nearly 110,000 people in 90 communities throughout Wisconsin and Upper Michigan. There are over 250 service sites offering a broad range of community and residential services. In its first 100 hundred years, LSS' primary services were in the field of child welfare. During the past 40 years, services have expanded to serve adults and families. In 1980, LSS initiated programs to support persons with chronic mental illness while services for individuals with developmental disabilities began in 1984. During the 1990s, LSS entered the world of managed care by designing and operating the following programs under a risk-based, capitated rate:

- From 1992 –1995, provided case management services for HMO members seeking mental health services
- Since 1996, provides management and service delivery of Birth To Three services in Waukesha County
- Since 1997, provides wraparound, person-centered child welfare services through the Family Partnership Initiative (FPI) to a 14 county consortium
- Since 2003, provides wraparound, person-centered child welfare services through the Youth Enterprise for Success (YES) program to a 14 county consortium

Additionally, since 2004, LSS has provided autism case management for 13 counties and family support for 12 counties under the Children's Long-Term Care Waiver. These opportunities and experience providing community-based services funded by CIP, COP and MA have given LSS substantial experience in creating and managing person-centered services in a risk-based, capitated environment.

Over the years, LSS has evolved its programming for older adults and adults with developmental and/or physical disabilities to meet emerging needs and to better serve those entrusted to its care. LSS remains committed to its mission: "Motivated by the compassion of Christ, we help people improve the quality of their lives" by developing programs that empower and support the unique needs of each individual. This person-centered approach to services means that each individual is given a voice in determining supports that allow them to live as healthy and independently as possible.

As a service provider with contracts with nearly all Wisconsin counties, LSS has many years of experience providing the following types of programs to older adults and adults with physical and development disabilities:

- Adult Day Centers
- Affordable Housing (HUD funded)
- Case Management/Service Coordination
- Community Based Residential Programming
 - Community Based Residential Facilities
 - Adult Family Homes
 - Supported Apartments
- Corporate Guardianship
- Home Health
 - Personal Care
 - Home Health Aides
 - Skilled Nursing
- In-home assessments
- Community Skills
- Family Caregiver Support
- Outpatient Mental Health and Alcohol and Drug Counseling
 - Individual Therapy
 - Group Therapy
 - Support Groups
- Rehabilitation Therapies
- Senior Housing
- Supportive Home Care
- Vocational Services
 - Job Placement
 - Job Coaching

Programs are locally designed and operated and the available array of services varies across the State in response to local needs. LSS is always willing to design new programs that are customized to meet the individual needs of those referred for service.

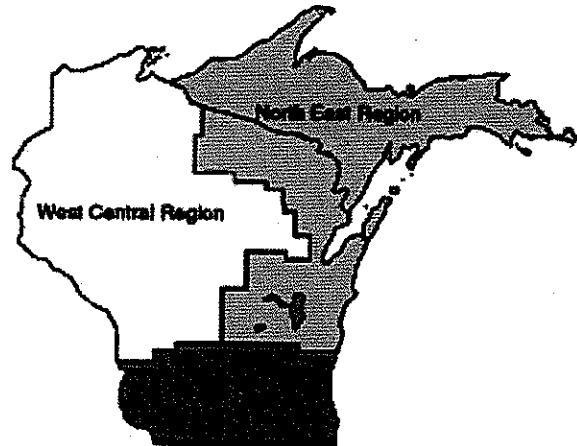
Interest in Planning and Implementation of Long-Term Care Reform in Wisconsin
Lutheran Social Services is interested in collaborating with the State of Wisconsin, counties and care management organizations in the planning and implementation of long-

term care reform. These initiatives will transform Wisconsin's system of long-term care into a more person-centered system that will allow flexibility in services and resources. This will encourage the development of creative, community-based supports that will enable Wisconsin citizens to remain as healthy and independent as possible. While LSS' primary interest is as a provider who is able to quickly respond to emerging needs, consideration would also be given to sharing risk and/or entering into a sub-capitation agreement for non-medical, long-term care services.

Geographic Area of Interest

LSS has a presence throughout the State with programs and offices located in or near every county. Oversight for program development and management is provided through three regional offices located in:

- Appleton
- Eau Claire
- Waukesha



This decentralized structure ensures that the agency builds strong local relationships and is responsive to local needs and customs. When responding to needs, agency boundaries are never an issue. Regions are designed to be flexible and cooperative and programs routinely cross regional lines.

Lutheran Social Services is a partner in two groups that have applied for a planning grant: *Family Partnership Care Management Coalition* and *Southeastern Wisconsin Care Management Organization*.

Proposed Scope and Nature of the Program

LSS is interested in being an active partner in planning and implementation consortiums, sharing its experience with managed care and capitated rates as well as its results-oriented, person-centered services for persons with physical and developmental disabilities and the elderly.

LSS can offer assistance to existing and to-be-developed sites for Aging and Disability Resource Centers. Through these centers, whether stationary or mobile, citizens will receive information and assistance, consultation regarding care options, assessment for level of care and referral to economic support services.

LSS is able to provide a wide array of cost-effective services to eligible participants in any care management organization. Community services could include those listed above or newly designed services created specifically to meet the needs of each individual. LSS' strength is the ability to assess and respond to the unique needs of each individual with programming that is affordable within the available resources. Assessment always includes listening to the concerns of the individual referred for service and their stakeholders and building supports that respect their wishes.

LSS is also willing to consider assuming or sharing risk for non-medical, community-based long-term care services through a direct contract with the State or by entering into a sub-capitated contract with a care management organization.

LSS believes that long-term care should promote:

- Easy access through resource centers
- Comprehensive provider network
- High quality outcomes for all participants
- Culturally competent services
- Person-centered, outcome based care
- Consumer involvement in governance
- Consumer choice
- Use of informal and community supports
- Flexible use of available funds
- A comprehensive quality management system
- Fiscal viability and solvency

LSS has success with risk-based programs when consumers experience positive outcomes through the use of community-based supports that they helped determine. Consumers and their families must be key members of the care team that determines needed services. Often the consumer's understanding of their needs and necessary supports are different from professional staff. Generally, consumers help care teams make decisions about services that are more community-based, less expensive and more effective than teams would make without their involvement. This involvement of consumers and their families is a primary reason for the success of the Family Partnership Initiative (FPI), which has improved outcome-based care for deep-end children by keeping them in the community and out of institutions.

Other Comments or Information

Lutheran Social Services of Wisconsin and Upper Michigan wants to be an active partner with counties, existing and newly developed care management organizations and planning consortiums. LSS exists to serve individuals who are in need and those who seek to design systems or purchase services on behalf of those in need. LSS is ready to respond however it is needed and looks forward to being a partner in the development and implementation of a new approach to long-term care.